

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:4099
ANSWERED ON:20.08.2001
MTNL COMPUTERISED COMPLAINT SERVICE
SHEESH RAM SINGH RAVI

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Mahanagar Telephone Nigam Limited (MTNL) computerised complaint service No. 198 is providing wrong information to its subscribers and their faulty telephones are shown as OK;
- (b) if so, he details thereof; and
- (c) the steps taken by the MTNL to provide better service to its subscribers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

- (a) No, Sir.
- (b) Does not arise in view of (a) above.
- (c) The following steps are taken by Mahanagar Telephone Nigam Limited (MTNL) to provide better service to its subscribers:
- Opening of more number of switching nodes viz. Remote Switching Unit (RSUs) & Digital Line Concentrators (DLCs).
 - Deployment of Wireless in Local Loop (WLL).
 - Replacement of paper core cable in a time bound manner.
 - Rehabilitation of external plant network.
 - Introduction of Cordect technology.
 - Introduction of Call Centres.